

**UTILITY OPERATIONS ASSISTANT I
(METER READER)
200**

DEPARTMENT: James City Service Authority/Utility Operations/Water Production

NATURE OF WORK:

Performs responsible technical work in the reading, testing, repairing, replacing, and installing of residential and commercial water meters.

Work is performed under the general supervision of the Water Production Superintendent.

ESSENTIAL FUNCTIONS OF THE JOB:

Locates residential and commercial water meter for each assigned location, which may involve digging to uncover the meter, using small hand tools to remove the meter box top, siphoning out water and removing debris.

Takes and records meter readings for billing purposes using both manual and automated equipment methods.

Delivers notices that water service will be cut off to customers with delinquent accounts.

Collects payment in field or terminates water service for nonpayment as directed by Customer Services Supervisor.

Investigates customer complaints involving improperly functioning meters, leaks, high water bills, odors, etc. Frequently communicates results of investigation to customer on-site.

Tests water meters to ensure proper volume/flow/pressure; inspects for possible source of leakage and determines severity of leak; determines if leak is customer or Service Authority problem.

Replaces or makes minor repairs on leaking, damaged, or improperly functioning residential and commercial meters.

Documents action taken on work orders and submits to supervisor.

Performs daily maintenance check on assigned vehicle; keeps vehicle clean and stocked with necessary tools and meters; reports malfunctions to supervisor.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Assists other Water Production personnel in facility and water distribution related tasks.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATION:

Duties are performed primarily outdoors at assigned work locations. Daily record keeping and reporting functions are performed in an office setting. Drives County vehicle. Operates meter calibrator, pumps, GasTec., and small hand tools.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the proper use of meter reading equipment and billing procedures.

Considerable knowledge of the working and characteristics of a variety of meters.

Knowledge of confined space entry procedures.

Ability to read maps and determine directions.

Ability to use automated equipment including meter reading devices and microcomputers.

Ability to read and record numbers.

Ability to deal courteously with the general public.

Ability to work independently with a minimum of supervision.

Ability to use common hand tools.

Ability to perform sustained physical activity such as walking, stooping, climbing, and bending; willingness to work under disagreeable conditions such as exposure to weather, a variety of geographic conditions, and dogs, snakes, and insects.

Ability to lift up to 80 pounds.

Ability to perform occasional work in confined spaces.

Ability to operate a motor vehicle.

Ability to make standard repairs to water meters.

Ability to follow written and oral instructions.

Ability to perform physical labor and work in disagreeable conditions.

Ability to work effectively as a team member, and establish and maintain harmonious working relationships with coworkers and the public.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, and two years of experience involving public contact; previous experience reading meters preferred; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.

Must be able to work a flexible work schedule including being on call and working shifts including weekends and holidays.

Must possess the ability and tolerance to function in an environment that requires the use of respiratory protection devices, i.e., respirators both canister and airline types, and self-contained breathing apparatuses.

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Utility Operations Assistant I Position Number 200 Meter Reader
Department James City Service Authority Division Operations

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answering telephone, radio, or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☐ Communicating with others _____
- ☐ Not essential to job function

2. Hearing/Listening:

- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☐ Essential function
- ☒ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input checked="" type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input checked="" type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: <u>Radio handheld unit and associated wand</u> |
| <input type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☒ Essential to job function
- ☐ Not essential to job function

Explain: Keyboard entries, meter replacements, AMR wiring and programming.

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift	✓	✓	✓	✓			15-25 lbs	5-10 lbs	
Push/Pull	✓	✓	✓	✓			5-25 lbs	5-10 lbs	
Hold/Carry	✓	✓	✓	✓			5-25 lbs	5 lbs	

Manipulation done from: ☒ ground to waist ☒ waist level ☐ waist to shoulder ☐ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☐ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

- ☐ Step stool
☒ 8' to 10' step ladder
☐ Extension ladder
☐ Other _____
☐ Not essential to job function

Stairways

- ☐ 1 flight
☐ 2 flights
☐ 3 or more flights
☐ Other _____
☒ Not essential to job function

Steps

- ☐ 1-2
☐ 2-3
☒ 3-4
☐ Other _____
☐ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasional	Frequently	Continuous
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓							✓	
Sit	✓							✓	
Walk			✓					✓	
Run	✓						✓		

If walking or running, over what type of terrain? ☐ flat ☐ rough ☒ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☐ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☒ 50+x
☐ Other _____ ☐ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☐ 0-5x ☐ 5-20x ☐ 20-50x ☒ 50+x
☐ Other _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

- ☒ Essential to job function: These characteristics are necessary (Check all that apply)
☒ Peripheral vision
☐ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☒ Depth perception (determine distance relationship between objects)

***VII. Driving:* The ability to transfer or convey in a vehicle.**

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (list) Ability to perform multi-stops and starts of vehicle to perform meter reading at multilocations.